

FOOD LIFELINE JOB DESCRIPTION

TITLE: Agency Relations Representative – North Region
REPORTS TO: Director of Agency Relations

Essential Responsibilities:

The AR Representative is primarily responsible for providing concentrated service to member agencies (food banks and meal programs) from a specific region in Food Lifeline's service area of Western Washington. The AR Representative maintains a high level of communication with the Director of Agency Relations and Agency Relations Coordinator regarding agency capability to serve clients.

The Agency Relations Coordinator shall build positive relationships between Food Lifeline and its member agencies and assure that the highest levels of customer service are being achieved.

Essential Functions:

1. Provide customer service and support to member agencies in specific regions, including King, Whatcom, Skagit, Snohomish, Island, and San Juan Counties [job location is based in Seattle/King County]. Support the other AR Representatives with their assigned regions as needed.
2. Update and maintain agency information in Food Lifeline's database systems.
3. Review and update agency files and relevant documents. Ensure that Food Lifeline has adequate and current documentation verifying agency eligibility.
4. Monitor member agencies to ensure compliance with Food Lifeline policies and procedures by conducting regular onsite visits. Provide appropriate follow-up, including return visits, recommended actions, processes, programs and referrals to resources to implement those improvements. Maintain accurate records documenting compliance/non-compliance with contract terms.
5. Under the Director of Agency Relations, assist in the development and management of remediation plans and efforts at correcting member agency contractual deficiencies.
6. Utilize site visits as a forum for promoting a collaborative and collegial approach to achieving the member agency network's common goals.
7. Assist agencies in their efforts to receive and safely handle, distribute and prepare FLL product that is in keeping with health, safety, and contractual requirements. This includes monitoring and communicating product recalls and teaching food safety classes.
8. Communicate to the Director of Agency Relations and Agency Relations Coordinator any findings at member agencies regarding limitations, barriers, or challenges that impact service to clients.
9. Provide technical assistance and consultation to the member agency staff, board members, and volunteers.

10. Collect, review, and complete data entry of monthly service statistics received from member agencies in a timely and accurate manner. Provide basic training to member agencies on data collection procedures.
11. Assist in preparing communication pieces between Food Lifeline and its member agencies, including, but not limited to, notification of service interruptions, contract updates, and training opportunities.
12. Participate in the planning, organizing and facilitation of the Food Lifeline annual agency conference.
13. Assist in the writing, editing and production of an agency newsletter.
14. In coordination with the Director of Agency Relations, represent Food Lifeline at coalition meetings, conferences, and other public events.

Secondary Functions:

1. Identify "best practices" within the member agency network to enhance, promote and assist with replication within the network.
2. Work with other FLL departments on requests involving agencies and agency information, Food Lifeline initiatives or other special projects.
3. Train and work with volunteers on department specific projects as directed.
4. Backup the Agency Relations Coordinator as needed.
5. Complete other duties as assigned.

Qualifications:

1. Ability to communicate effectively, both orally and in writing.
2. Proficient with Microsoft Office and the ability to learn new software including database management.
3. Excellent organizational and time management skills. An ability to manage multiple projects.
4. Ability to work independently and to produce accurate work and have thorough attention to detail.
5. Strong research and analytical skills.
6. Ability to think "big picture" and to anticipate how individual projects impact each other.
7. Excellent customer service skills. Experience with conflict management and mediation helpful.
8. Values diversity in the work place and community; connects well with people from all backgrounds.
9. Ability to drive and have a vehicle and current driver's license.

Performance Expectations:

1. Employee is familiar with agency standards, requirements and procedures and clearly and accurately conveys these to member agencies. Food Lifeline is professionally and accurately represented in all written and oral communications to member agencies regarding service delivery, contract compliance, statistical reporting requirements, product usage, safe product handling and storage, membership requirements, and any other pertinent issues.
2. All assigned projects are handled reliably and by the deadlines required. Projects with deadlines are prioritized. All assigned projects are reviewed and checked to ensure accuracy prior to final submission to Director of Agency Relations or disbursement to agencies or individuals. The Director of Agency Relations first approves any new projects before work is started.
3. All agency reports are compiled and reviewed for accuracy by the deadlines identified by the Director of Agency Relations.
4. Monitors are done in a thorough and professional manner. Monitor reports are clear, accurate and easily lend themselves to generating a follow-up letter. Any follow-up training is done in a thorough and professional manner.
5. Cooperative, positive, and effective working relationships are maintained with Food Lifeline agencies and other departments within Food Lifeline.
6. The Director of Agency Relations is kept abreast of all communications with agencies and is promptly informed of any issues, which might require attention.

Compensation: Salaried Non-Exempt

Job Location: Food Lifeline Seattle Distribution Center: 4011 6th Ave. S, Seattle, WA

This job description replaces all previous job descriptions for this position. Food Lifeline is an Equal Opportunity Employer.

Revised 02/2010